



DEPARTMENT OF WATER RESOURCES
EXAMINATION ANNOUNCEMENT



The Department of Water Resources offers Equal Opportunity for all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

It is an objective of the State of California to achieve a drug-free State workplace. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service and the special trust placed in public servants.

BUSINESS SERVICE OFFICER I (SPECIALIST)
DEPARTMENTAL PROMOTIONAL

FINAL FILING DATE	October 30, 2003
	Application forms (STD 678) must be POSTMARKED no later than the final filing date. Applications postmarked, personally delivered, faxed, or received via interoffice mail after the final filing date will not be accepted for any reason . <u>Faxed or photocopied applications must be followed by an application with an original signature in order to be accepted into the exam.</u>
WHO SHOULD APPLY	Applicants must have a permanent civil service appointment with the Department of Water Resources as of the final filing date, October 30, 2003 .
HOW TO APPLY	Submit applications to: <div>Department of Water Resources P.O. Box 942836 1416 9th Street, Room 320 Sacramento, CA 94236-0001</div> <p>Applications may be delivered in person to the street address above.</p> <p>DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD</p>
IDENTIFICATION REQUIRED	Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.
SPECIAL TESTING ARRANGEMENTS	If you have a disability and need special testing arrangements, mark the appropriate box in Question 2 of the "Application for Examination". You will be contacted to make specific arrangements.
SALARY RANGE	\$3255 - \$3957
ELIGIBLE LIST INFORMATION	A departmental promotional eligible list will be established for the Department of Water Resources. The list will be abolished 24 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.
EXAMINATION DATES	The entire examination will consist of a Qualifications Appraisal Interview. It is anticipated interviews will be held during December 2003/January 2004 .
REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION	<p>NOTE: All applicants must meet the minimum qualifications for this examination by the final filing date, October 30, 2003.</p> <p>Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I, "or" II, "or" III, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.</p> <p style="text-align: center;">Either I</p> <p>One year of experience in the California state service performing duties comparable to those of a Business Service Assistant (Specialist), Range C, or of a Staff Services Analyst, Range B, in a business service assignment. (Applicants who have completed six months of service performing the duties listed above will be admitted to the examination but must satisfactorily complete one year of experience performing these duties before they can be considered eligible for appointment.)</p> <p style="text-align: center;">Or II</p> <p>Experience: One year of technical experience beyond the Trainee level in one or a combination of the following:</p> <ol style="list-style-type: none">Equipment and supplies management including the preparation of purchase documents, orBuilding management including lease negotiation and problem resolution, orTelecommunications including landwire and radio/microwave. <p>[Experience in California state service applied toward this requirement must include one year performing the duties of a class at a level of responsibility equivalent to that of a Business Service Assistant (Specialist), Range C.] and</p> <p>Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)</p>

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

BUSINESS SERVICE OFFICER I (SPECIALIST)
DEPARTMENTAL PROMOTIONAL

BULLETIN RELEASE DATE: October 14, 2003
FINAL FILING DATE: October 30, 2003

POSITION DESCRIPTION	Incumbents independently perform technical and analytical business service work of average difficulty in a variety of functions; assist in the performance of the more difficult and complex business service work; or are assigned responsibility for one or more functions of average difficulty. Functions of average difficulty are Purchasing, Facilities Management, Capitol Outlay and Telecommunications. (Analytical work of average difficulty is described as that which would otherwise be appropriate for a Staff Services Analyst.) Incumbents are nonsupervisory but may serve as lead over lower level staff. <i>Positions exist statewide with the Department of Water Resources.</i>
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EXAMINATION INFORMATION	This examination will consist of a Qualifications Appraisal Interview – Weighted 100.00% . In order to obtain a position on the eligible list, a minimum rating of 70.00% must be attained in the interview. COMPETITORS WHO DO NOT APPEAR FOR THE INTERVIEW WILL BE DISQUALIFIED.
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SCOPE OF EXAMINATION	<p>Qualifications Appraisal Interview – Weighted 100.00%</p> <p>In addition to evaluating the competitors' relative abilities as demonstrated by quality and breadth of experience, emphasis in the examining interview will be on measuring competitively, relative to job demands, each competitor's:</p> <p>A. Knowledge of:</p> <ol style="list-style-type: none">English grammar and punctuation. <p>B. Ability to:</p> <ol style="list-style-type: none">Communicate effectively.Learn rapidly.Follow directions.Analyze data accurately.Reason logically.Maintain the confidence and cooperation of those contacted during the course of work.Utilize good work habits.Write specifications and determine whether incoming materials, supplies and equipment meet the standards set up in these specifications.Utilize office and automotive equipment and supplies effectively and economically.Successfully negotiate agreements for office space, equipment, supplies and services.Analyze situations and problems accurately and take an effective course of action.
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VETERANS PREFERENCE	Veterans Preference Credit is not granted in promotional exams.
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GENERAL INFORMATION

The Department of Water Resources reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

It is the candidate's responsibility to contact the Recruitment and Selection Services Section of the Department of Water Resources, (916) 653-5803 three weeks after the final filing date if he/she has not received a progress notice.

Applications are available at Department of Water Resources' offices, local offices of the Employment Development Department, the State Personnel Board, and the SPB web site: www.spb.ca.gov.

If you meet the requirements stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the classification.

Examination Locations: Ordinarily, qualifications appraisal interviews are scheduled in Sacramento and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

If a candidate's notice of oral interview fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

Interview Scope: When an interview is conducted, in addition to the scope described on this bulletin, the panel will consider education, experience, personal development, personal traits, ability and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate lists in order of final test scores (except as modified by veterans preference credits) regardless of the date of the test, and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235 and 235.2. State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at the Information Counter of State Personnel Board offices.

Devices for Communications Impairment
TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device. TDD: (916) 653-1804; California Relay Service: 1-800-735-2929 (TDD); 1-800-735-2922 (Voice)

For information regarding this examination, please contact (916) 653-5803.